Concurrent Session F
Tuesday 13 September 2016
11:30am – 12:20pm

Session 4
Bridging the Gap - Data Governance & Business Intelligence
Kate Carruthers
UNSW Australia

Kate Carruthers is head of business analytics and data governance for UNSW Australia, and she is an Adjunct Senior Lecturer in the School of Computer Science & Engineering at UNSW Australia.
Kate is co-founder of several startups including Social Innovation Sydney, and is a long-standing member of the Institute of Electrical & Electronics Engineers. She is a member of the Telstra Industry Advisory Board and the NSW Government Data Analytics Centre Advisory Board. Recently Kate has been working with UNSW students and staff to apply design thinking and service design principles for innovation.

This talk will pick up on:
CHALLENGES – exploring how UNSW has evolved the data governance and business intelligence functions to assist in dealing with and managing change, future planning and external impacts.
ENGAGEMENT – discussing the criticality of bringing stakeholders on the journey and achieving buy-in for new ideas, and the importance of cross-functional collaboration between the business and IT
TECHNOLOGY – moving to new platforms such as cloud and decoupling technology components to enable agility and flexible approaches
STRATEGIC ALIGNMENT – ensuring that the institution has the right information to support key strategic initiatives and moving away from ad hoc data provision to the delivery of systematic metrics and dashboards

The Business Reporting, Intelligence and Data Governance (BRIDG) team was established two years ago to provide UNSW Australia with the capability to derive actionable insights from institutional data. The existing data warehouse, known as JULIA, provided the basics but several external consultants' reports had noted the need to implement an effective data governance program together with an enterprise data warehouse. With the appointment of a new Vice Chancellor and the development of the 2025 Strategy for the University a significant change program is underway. It became clear that the strategy would require tracking of performance metrics across teaching, research, and administration. It was necessary to build the foundations of a data governance and business intelligence program very quickly to support the strategy.
This program of work was being undertaken with a shifting external environment, with potential changes to government funding for both teaching and research, and economic uncertainty in key international markets. Therefore, there was an increased need to understand the internal University data within the context of the external environment.

This talk will cover how the challenges of the internal and external environment were addressed by BRIDG using effective stakeholder engagement and the coupling of legacy and new technology platforms in innovative ways to support key initiatives of the 2025 Strategy.